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1127/13

Cynthia R Darden

(b) (6)

Highest Grade: 14

ICTAP Eligible: No

Availability: Job Type: Permanent

Work Schedule: Full-Time

Desired locations: US - MD - Andrews AFB

US - MD - Annapolis

US - MD - Anne Arundel County

US - MD - Beltsville

US - MD - Camp Springs

US - MD - Prince George's County

US - MD - Montgomery County

US - VA - Alexandria

US - DC

Work Experience: Department of the Interior, US Fish and Wildlife Service

08/2010 - Present

4401 N. Fairfax Drive

MS 7072-43

Hours per week: 40

Series: 0260

Pay Plan: GS

Grade: 14

(b) (6)

Okay to contact this Supervisor: Yes

Arlington, VA 22203 US

Equal Employment Manager

Supervise a staff of Equal Employment Specialists, an Equal Opportunity Assistant and a

Management Assistant with grades ranging from GS-05-13; this includes: monitoring and approving time and attendance, develop employees' performance standards and serves as the first level rating official, determine assignments, exercise authority to take or recommend personnel actions regarding selection, promotion, and discipline, and identifies employees' training needs and arranges development and training for the staff;

Direct the EEO Counseling Program for Headquarters (Washington, DC area) employees; this includes assigning informal complaints to either staff or contract EEO counselors and tracking their progress and timeliness, coordinate ADR sessions, and review Counselor Reports; Oversee the informal complaint process of 8 regional Diversity and Civil Rights (DCR) Offices; this includes advising regional counselors, EEO Specialist and DCR Chiefs on informal complaints within their regional jurisdiction, reviewing resolution agreements, track timeliness and progress of their complaints and review quarterly status reports of their complaint activity;

Direct the Formal EEO Complaint Processing Program (Service Wide); this includes: assigning new complaints to EEO Specialists, review/prepare acceptance/dismissal memoranda, and submit to the Director for signature, ensure that accepted complaints are assigned to contract investigators in a timely manner and oversee the assigned EEO Specialist in tracking the timeliness and progress of the investigation, review the Report of Investigation to ascertain that all pertinent testimony and documentary evidence has been obtained, analyzed and summarized for legal sufficiency, and closely monitor the processing of all complaints to ensure that all time frames are met;

Respond to correspondence from complainants, attorneys and higher level officials of the Service and the Department;

Arrange for contract firms to draft Final Agency Decisions, review the drafts for legal sufficiency, accuracy of facts, and overall quality;

Oversee the preparation and distribution of files to the EEOC for either hearings or appeals;

Maintain the accuracy of the complaints system by ensuring assigned Specialist are entering case status updates and uploading relevant documents on a consistent basis;

Develop and recommend Service policies and procedures for implementing regulatory and legal requirements that ensure the proper processing of both informal and formal complaints of discrimination;

Maintain an accurate and efficient filing system for complaint files and archive and destroy files according to regulations as required;

Negotiates with managers at all levels in conjunction with the Office of the Solicitor to write, monitor and implement the terms of settlement agreements;

Oversee and approve the preparation of the Service's Annual Form 462 Report and the Quarterly NO FEAR Report

Serve as an advisor and consultant to top management officials throughout the Service, on difficult problems and provide guidance on the EEO Complaints Program;

Develop and present training for managers/supervisor and employees covering such topics as complaints processing, rights and responsibilities of managers, and prevention of all forms of

harassment; Also coordinate complaints training provided by other staff members;

Department of Transportation, Federal Aviation Administratio

09/2009 - 08/2010

Washington, DC US

Hours per week: 40

Series: 0343

Pay Plan: FV

Grade: J

(b) (6)

Okay to contact this Supervisor: Yes

#### Program Analyst

Serves as Aerospace Medicine's point of contact for the FAA Civil Rights and Equal Employment Opportunity complaints program. This includes but is not limited to: track all complaints for Aerospace Medicine throughout the EEO process, collect and provide information requested by the investigator, coordinate witness interviews and update or correct case information in Icomplaints (complaints database),

Make recommendations for and facilitate early resolution of workplace conflicts. Review settlement agreements and/or drafts settlement agreements. Also represents management during Alternative Dispute Resolution proceedings;

Assists with the preparation for EEO hearings by responding to discovery requests, requests for documents, requests for admissions, coordinating witnesses and assisting the General Counsel Attorney in hearings by request.

Conduct management initiated administrative inquiries and/or investigations throughout the Office of Aerospace Medicine, at headquarters and nationwide. Subsequently, prepare a report on the inquiry/investigation and advises the Federal Air Surgeon and Deputy Federal Air Surgeon on the necessary action to be taken.

Prepares Aerospace Medicine's responses to Congressional inquiries.

Advises the Federal Air Surgeon and Deputy Federal Air Surgeon on issues related to performance management.

Prepares the Performance Standards and Accomplishments for four executives and the Regional Flight Surgeons across the country.

Manage and coordinate the annual Implementation of the Superior Contribution Increase process (performance awards), to include providing training to the Regional and Deputy Regional Flight Surgeons on the process and writing the Contribution Assessment Decision Aid that will determine the employees yearly increase and possible award.

Department of Education, Equal Employment Opportunity Servic

03/2007 - 09/2009  
Washington, DC US  
Hours per week: 40  
Series: 0260  
Pay Plan: GS  
Grade: 13

(b) (6)

Okay to contact this Supervisor: Yes

#### Equal Employment Specialist

Assist the Complaints Manager in managing the Agency's EEO counseling program; this includes assigning informal complaints to collateral duty EEO counselors and tracking their progress and timeliness, informing complainants of their rights and responsibilities, conducting limited inquiries into the complaints when a counselor is not available; and maintaining the tracking log;

Provide first hand advice, guidance and interpretation of EEO regulations to management officials, Principal Office (PO) employees and staff within the Department of Education;

Upon receipt of new formal EEO complaints, enter the complaint into lcomplaints (complaints database), request the counselors report and prepare the acknowledgement letter for the Director's signature;

Review EEO Counselor's Reports and documents relating to discrimination complaints to prepare acceptance memoranda or final agency decisions on procedural issues (dismissals) for the Director's signature;

Assign accepted complaints to contract investigator, as well as, monitor the investigative process by: approving the Investigative Plan, notifying the Principal Office Liaisons of the complaint and pending investigation, ensuring the investigator has all pertinent contact information for the complainant and witnesses and ensuring the investigator has received all documents requested;

Review the Report of Investigation (ROI) to ascertain that all pertinent testimony and documentary evidence has been obtained, analyzed and summarized for legal sufficiency according to the guidelines set forth in the statement of work;

Prepare and send relevant files to the EEOC for hearings or appeals;

Maintain the accuracy of lcomplaints by updating the status for each case;

Prepare reports on a quarterly and annual basis to include the Agency's Notification and Federal Employee Anti discrimination and Retaliation Act (NO FEAR) report and the Agency's Form 462 report to EEOC;

Assist in the preparation of the Agency's MD-715 report, which findings and recommendations, are expected to result in significant improvements in organizational diversity;

Perform primary duties in all relevant affirmative employment program functions focusing on the MD-715;

Assist the Director in identifying training needs and recruitment sources for minorities, women and

individuals with disabilities;

Work closely with the Human Capital Office in examining policies and procedures to identify and eliminate potential barriers that may hinder equal employment opportunities for employees and applicants and report findings to appropriate officials with recommendations for corrective actions;  
Develop position papers, presentations and briefings on topics as related to complaint processing and best practices;

Respond to correspondence from complainants, attorneys and higher level officials of the Department;

Conduct legal research and analysis on particularly complex cases or on novel legal issues, using both traditional and electronic research methods through Internet, Cyber feds, and Westlaw;

Negotiates with managers at all levels within the Department, personnel officials, union officials, and other interested parties to write, monitor and implement the terms of settlement agreements;

Serves as the lead in planning and coordinating internal and external meetings and conferences;

Conduct EEO presentation for New Employee Orientation as well as conduct EEO training upon assignment;

Department of Transportation

03/2002<sup>4</sup>- 03/2007

Salary: \$71,219.00 USD Per Year

Washington, DC US

Hours per week: 40

Series: 0360

Pay Plan: GS

Grade: 12

(b) (6)

Okay to contact this Supervisor: Yes

Equal Opportunity Specialist

- Review EEO Counselor's Reports and documents relating to discrimination complaints to recommend acceptance or dismissal of the complaint according to the laws enforced by the Equal Employment Opportunity Commission (EEOC);
- Prepare an investigative plan detailing the basis and issues involved, the approach to be used to investigate the claim, the potential witnesses to be interviewed and the documents to be requested;
- Interview complainants, alleged discriminating officials and witnesses to obtain evidence and testimony relevant to the allegations;
- Obtain and review documents related to the allegations of discrimination through written request for information;
- Prepare an investigative report which summarizes the investigative activities, states the facts as they relate to the complainant's allegations and the alleged discriminatory official's statement, as well as



summarized the testimony of witnesses and analyze the documentary evidence obtained throughout the investigation;

- Participate in negotiations with parties to the complaint or other agency officials to arrive at a settlement agreement;
- Respond to correspondence from complainants, attorneys and higher level officials of the Department either in writing or by telephone conversation;
- Process request for mediation;
- Monitor the compliance of decisions from the EEOC and internal settlement agreements; and
- Conduct EEO training upon assignment.

Equal Employment Opportunity Commission

04/1999 - 03/2002

Washington, DC US

Hours per week: 40

Series: 1810

Pay Plan: GS

Grade: 09

(b) (6)

Okay to contact this Supervisor: Yes

#### Investigator

- Receive complaints of employment discrimination under the Federal laws enforced by the Equal Employment Opportunity Commission (Title VII of the Civil Rights Act of 1964, the Americans with Disabilities Act of 1990, the Age Discrimination in Employment Act of 1967, and the Equal Pay Act);
- Interview Potential Charging Parties; Inform them of their administrative and legal rights under the laws enforced by the Commission;
- Analyze routine, less complex cases that are assigned for investigation and prepare a written plan explaining the basis and issues involved, the theories of law, the potential sources of evidence, the types of evidence required and the investigative techniques to be applied;
- Obtain documents and testimony, relevant and material to a resolution of the of the issues under investigation through witness interviews and affidavits, written requests for information, on-site investigations, fact finding forums, research and when necessary, administrative subpoenas;
- Analyze information, weigh evidence, evaluate reliability and credibility of statements and witnesses in order to arrive at a sound conclusion and submit a written recommended determination to the Supervisory Investigator and when necessary the Director;
- Conduct additional investigation to obtain supplemental evidence in cases being considered for litigation by our legal unit;
- Respond to correspondence and inquiries from charging parties, attorneys, Congressional officials and higher level officials within the Commission on legal rights, procedures or specific cases;

·Participate in settlement/conciliation negotiations in an attempt to obtain agreements that are mutually satisfactory to both parties and that are consistent with the Agency's policies.

Equal Employment Opportunity Commission

10/1997 - 04/1999

Washington, DC US

Hours per week: 40

(b) (6)

Okay to contact this Supervisor: Yes

Information Liaison Assistant

- Create charts and graphs to reflect the information taken from Charge Data System (CDS) and Data Summary Report (DSR). These charts and graphs are provided to the Director of the Office of Field Programs (OFP) for submission in the OFP quarterly report to the Chairwoman on field office activities;
- Track and monitor SF 52s (Request for personnel actions from districts offices) from receipt in OFP to the final signature. This process must be completed within a specific time frame;
- Track responses to incoming letters from the public assigned by the director of OFP to ensure timely responses;
- From information provided, assist in the coordination, development, and implementation of information materials. This includes basic designing and formatting text and graphics for a variety of publication and assist with the designing and production of briefing packets and reports;
- Collect and assist in designing a format for information needed by staff members for analyzing administrative and operational data;
- Communicate directly with field office staff to resolve data integrity issues related to field offices' information entered in to the CDS Automated Outreach System and the CDS data relating to the field's Local Enforcement Plans;
- Prepare general memorandum as requested by the Director.

Equal Employment Opportunity Commission

04/1997 - 10/1997

Washington, DC US

Hours per week: 40

Series: 0361

Pay Plan: GS

Grade: 07

(b) (6)

Okay to contact this Supervisor: Yes

### Equal Opportunity Assistant

- Analyze and evaluate all federal sector employment cases sent to the Commission;
- Ensure timeliness of each appeal filed;
- Conduct the necessary research in order to respond to inquiries;
- Counsel complainants and/or their representatives as to rights and obligations;
- Responsible for all aspects of case control from case intake to closure;
- Ensure accuracy of information before cases are transmitted to the Commissioners for circulation;
- Upon closure of cases, ensure decisions are promptly processed and mailed;
- Prepares and type a variety of materials such as reports, letters, memoranda, and other related documents into final form.

### Equal Employment Opportunity Commission

03/1994 - 04/1997

Washington, DC US

Hours per week: 40

(b) (6)

Okay to contact this Supervisor: Yes

### Legal Technician

- Reviewed and evaluated all incoming alleged discrimination cases. This included: recording case information into the Charge Data System (CDS); assigned each case a docket number; determine which regulatory statute applied; determined geographical jurisdiction for each case; add administrative information as the case proceed through the hearings process; provided monthly case management reports of all the hearing unit cases, ensured accuracy for computer specialist review; maintained current records of all cases, provided updates and status reports upon request from callers or high level staff;
- Conducted legal research upon request, using Westlaw, Personnet or the research material in the library. Served as the assistant librarian to the Washington Field Office (WFO) - ordering, processing and filing all books, speeches, etc...relating to Equal Employment Opportunity cases;
- Received and assisted telephone callers and office visitors concerning their complaints. Independently, assisted complainants and/or Federal agency representative regarding procedures for federal and private sectors equal employment opportunity complaints. Referred non-routine questions to the appropriate staff;
- Followed up on requests for hearings made directly to WFO from complainants from other Federal agencies;
- Received and reviewed all incoming documents, ensuring timely log; distributed to appropriate judge(s); and tracked for timely responses. Maintained the filing system which included reorganizing and purging closed files according to regulation;
- Scheduled Settlement conferences and Pre-Hearings for 10 Administrative Judges (AJs) and two



Supervisory Administrative Judges; prepared travel authorizations and travel vouchers for AJs; typed correspondence, forms and other documents from draft to final form; and maintained inventory of office supplies for the Hearings Unit and upon request - office wide.

Education: Fairmont Heights High School  
Capital Heights, MD US  
High School or equivalent - 06/1991

Prince Georges Community College  
Largo, MD US  
Some College Coursework Completed  
Major: Communications

Job Related Training: Completed the EEO Officers Course at the Defense Equal Opportunity Management Institute (DEOMI) Patrick AFB, FL May 2012  
Completed the Executive Leadership Program with the USDA Graduate School June 2009  
Proofreading /Editing the Basics 05/21/1996 provided by USDA Graduate School  
Basic Statistics 04/13/1998-04/17/1998 provided by Jerhong Training Consultants  
Report Writing 03/30/1998-04/01/1998 provided by USDA Graduate School  
New Investigator Training 04/26/1999-04/30/1999 provided by EEOC  
Managing Multiple Priorities 08/01/2003 provided by USDA Graduate School  
Writing Letters of Acceptance and Dismissal April 13, 2005 provided by DSZ and April 16-17, 2008 provided by EEOC  
Microsoft Powerpoint provided by DOT, Information Technology Division  
Microsoft Excel provided by DOT, Information Technology Division  
Technical Assistance Program Seminar (EEO Federal Sector Training) provided by EEOC May 2006  
Form 462 Training provided by EEOC September 2007  
Drafting Final Agency Actions provided by EEOC September 2010  
Basic Mediation provided by EEOC May 2011  
Intro to Supervision provided by USDA Graduate School June 2011

References: (b) (6)

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Additional Information: Typing Speed - 70wpm

Microsoft Office (Word, Excel, PowerPoint, Outlook, and Publisher), I-complaints (web based database) Adobe Acrobat Distiller and Writer 6.0

June 2009 Graduate of the Executive Leadership Program with the USDA Graduate School

May 2012 Graduate of the EEO Officers Course, Defense Equal Opportunity Management Institute (DEOMI), Patrick AFB, FL

In my position with the Department of Education I received a Gold Star Employee award for completing the Agency's NO FEAR quarterly report and the annual report to Congress. While this report had been completed in the past it was inaccurate and untimely. I received this award for completing the first accurate report in a timely manner and continuously maintaining the accuracy of the data collected to prepare the report.

In my position with Department of Transportation I had the opportunity to serve in an active role on the planning committee for two Investigator's Conferences held in Atlanta, GA in September 2003 and in Boston, MA in September 2004. This conference was held for all the EEO Investigators and Regional Directors in the regional offices across the country for the Department of Transportation. For my participation on this committee I was rated meritorious on my performance evaluations for the Special Assignments job element.

I successfully completed the Career Enhancement Internship Program at EEOC (October 1997 to October 1998). In September 2004 I received an On the Spot Award for providing assistance to management and staff in preparing travel documents in the Agency's travel system.

